



Private Rented Sector Sustainment and Compliance Manager

Reports to:	Head of Homelessness Services		
Department:	Housing Needs and Support	Grade:	PO6
DBS Status:	Enhanced DBS – with Adults	Politically restricted:	No
Job Purpose:			
<p>To manage and lead a specialist team within Brent Council’s Housing Needs & Support Service, delivering a proactive homelessness prevention service focused on private rented sector tenancies, in accordance with the Housing Act 1996 (as amended), the Homelessness Reduction Act 2017, the Renters’ Reform Act and the Homelessness Code of Guidance.</p> <p>The postholder will be responsible for the operational management, supervision and development of officers who intervene in private rented sector cases to prevent homelessness, ensure landlords comply with their legal responsibilities and reduce the need for temporary accommodation.</p> <p>A key responsibility of the role will be to lead on complaints, Member Enquiries and other investigations relating to private rented sector homelessness cases, ensuring robust responses and using learning to improve service delivery, strengthen practice and upskill officers across Housing Needs & Support.</p> <p>The postholder will support the Head of Homelessness Services to lead the service’s response to the Renters’ Reform Act, ensuring all officers are equipped with the knowledge, skills and confidence to deliver effective prevention interventions and embedding best practice across Housing Needs & Support.</p> <p>We are seeking an experienced, highly motivated, forward thinking and influential housing professional with strong leadership skills, expert knowledge of homelessness and private rented sector legislation, and the ability to drive performance, improve practice and support staff to deliver excellent services.</p>			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> 1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council. 2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. 3. Manage a customer focused service and the effective use of resources. 			

4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Lead, manage, and develop a specialist team responsible for preventing homelessness within the private rented sector, ensuring delivery of a high-quality, legally compliant service
8. Provide clear operational direction, supervision and performance management to officers, ensuring cases are managed proactively, effectively and in accordance with legislation and statutory guidance.
9. Take overall responsibility for the quality, consistency and legality of the team's casework, ensuring decisions are robust and defensible.
10. Ensure early identification and intervention in cases at risk of eviction, including possession proceedings and Section 8 notices, to maximise prevention opportunities and reduce homelessness.
11. Lead the development and delivery of training, guidance and coaching to Housing Needs & Support officers and managers to improve knowledge, skills and confidence in preventing homelessness within the private rented sector.
12. Act as the service lead for embedding the Renters' Reform Act within Housing Needs & Support, ensuring staff understand and apply new legal duties and prevention tools effectively.
13. Identify skills gaps, training needs and development priorities across the service and implement programmes to address these.
14. Promote professional curiosity and early intervention, ensuring officers recognise warning signs such as anti-social behaviour, rent arrears and landlord action and intervene appropriately.
15. Lead the investigation and response to complex complaints, Member Enquiries, and other investigations relating to private rented sector homelessness cases.
16. Analyse complaints and Ombudsman findings to identify service failures, risks, and improvement opportunities.
17. Implement changes to policy, procedure and practice to improve service delivery and prevent repeat failures.
18. Use learning from complaints and case reviews to improve staff practice and performance.
19. Oversee the team's work in identifying breaches of housing legislation and referring cases for enforcement action.
20. Ensure effective working relationships with Private Housing Services, Legal Services, the courts and external partners.
21. Provide management oversight of complex legal and court-related prevention work.
22. Monitor and manage team performance, ensuring delivery of statutory duties and service targets.
23. Take responsibility for reducing the use and cost of emergency and temporary accommodation by maximising prevention outcomes.
24. Identify risks to the Council, including legal and financial risks and take appropriate action.
25. Provide performance reports, analysis and recommendations to the Head of Service.
26. Support the Head of Service in developing and improving homelessness prevention services.
27. Ensure compliance with safeguarding, equality and corporate policies.
28. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and

Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

29. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030
30. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
31. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Extensive knowledge of homelessness legislation and statutory duties, including the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017), the Homelessness Code of Guidance and relevant case law, and the ability to ensure these are applied correctly across a service.
2. Extensive knowledge of private rented sector legislation and tenancy law, including possession processes, Section 8 grounds, landlord and tenant rights and responsibilities, unlawful eviction, harassment and enforcement pathways.
3. Strong operational knowledge of the Renters' Reform Act and its practical implications and the ability to lead and support staff to embed new legislative duties into service delivery.
4. Thorough understanding of homelessness prevention tools and interventions, including negotiation, legal remedies, enforcement referrals and partnership working to sustain tenancies.
5. Knowledge of legal and court processes relating to possession proceedings and eviction and the role of the local authority in preventing homelessness.
6. Strong understanding of complaint handling and the importance of using learning to improve service delivery and reduce organisational risk.
7. Knowledge of performance management and service improvement techniques, including how to monitor quality, identify risks and drive improvements.
8. Strong understanding of the private rented sector housing market, including the challenges faced by tenants, landlords and local authorities in a London borough.
9. Knowledge of safeguarding responsibilities and the impact of vulnerability, domestic abuse, anti-social behaviour and complex needs on housing stability.
10. Knowledge of partnership working across housing, enforcement, legal services and external agencies to prevent homelessness and ensure effective service delivery.
11. Understanding of the financial and operational impact of homelessness and emergency and temporary accommodation on local authority services.

Experience

1. Significant experience of managing staff within a housing, homelessness, or private rented sector service, including supervision, performance management and staff development.
2. Substantial experience of delivering homelessness prevention services within a local authority or similar environment, including working with private rented sector tenants and landlords.
3. Proven experience of managing complex and high-risk housing cases, providing direction and oversight to ensure legally compliant and appropriate outcomes.
4. Experience of leading service improvement and driving changes to practice, including implementing new legislation, policies, or procedures.
5. Experience of managing and responding to complaints, Member enquiries, or Ombudsman investigations, and using learning to improve service delivery.
6. Experience of developing staff knowledge and skills, including delivering training, coaching, or guidance to improve performance and service quality.
7. Experience of working effectively with internal and external partners, including enforcement teams, legal services, housing providers and other agencies.
8. Experience of making operational decisions in a pressurised environment, balancing service demands, legal requirements and resident needs.
9. Experience of managing performance and ensuring statutory duties and service standards are met.

Skills and Abilities

1. Strong leadership and management skills, with the ability to motivate, develop and performance-manage staff, and create a culture of accountability, learning, and continuous improvement.
2. Ability to oversee and direct complex casework, providing clear guidance and making sound operational decisions to ensure legally compliant and appropriate outcomes.
3. Excellent training, coaching and mentoring skills, with the ability to upskill staff, improve practice and embed new ways of working, including legislative and service changes.
4. Ability to analyse complaints, Ombudsman findings and service data, identify learning, and implement improvements to strengthen service delivery and reduce organisational risk.
5. Strong negotiation and influencing skills, with the ability to work constructively and assertively with landlords, legal representatives, enforcement teams, senior managers, and external partners.
6. Excellent written communication skills, with the ability to prepare clear, robust, and legally sound reports, complaint responses, and briefings suitable for senior managers, Members and external scrutiny.

7. Ability to identify early warning signs of tenancy breakdown, including anti-social behaviour, rent arrears and landlord action, and ensure appropriate intervention to prevent homelessness.
8. Ability to manage competing priorities and respond effectively to changing demands, making sound professional decisions in a pressurised environment.
9. Strong analytical and problem-solving skills, with the ability to assess complex situations, identify risks, and implement effective solutions.
10. Ability to build and maintain effective working relationships across internal services and with external partners, including enforcement teams, legal services, and housing providers.
11. Ability to use initiative and exercise professional judgement to improve service delivery and support organisational objectives.
12. Competent in the use of IT systems, including case management systems and Microsoft applications, and able to ensure accurate performance monitoring and record keeping.
13. Demonstrable commitment to equality, diversity, and inclusion, ensuring services are delivered fairly and sensitively to all residents.
14. Ability to lead services through legislative and organisational change.
15. Ability to present information, guidance, and training to groups of staff.
16. Ability to interpret and apply complex legislation in an operational management context.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs